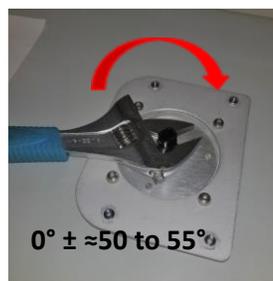
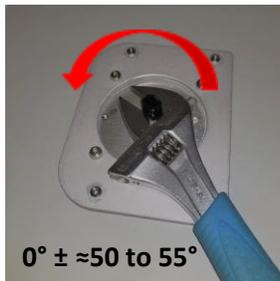


## 1. Addressing RET “Jams”

In the event of a RET “Jam” condition the following steps should be followed to quantify the type of RET “Jam” encountered PRIOR to taking further action(s):

**Prior to quantifying a RET Jam condition – use of the correct Antenna Config File MUST be validated first**

- ❖ Attempt to perform a “Calibration” on the RET motor using a Portable SCU (such as CCI’s P-SCU)
  - If SCU reports a “JAM” condition or becomes unresponsive for an extended period of time
    - Disconnect the AISG cable from the RET
    - Remove the RET from the Antenna
    - Attempt to move the actual Antenna Actuator Linkage in the antenna (this can be done with the Adapter) → see photographs below showing the range of motion. ***Do not move further than a total movement range of 100° to 110° of total motion, movement greater than 110° will cause damage to the phase shifter assemblies/linkages.***



- If the Antenna Actuator does NOT move freely – the actual internal phase shifter assemblies/linkages may be damaged – The Antenna Itself will need to be replaced and generate an RMA for the complete Antenna (with its motors)
- If the Antenna Actuator moves freely (only turns approx. ¼ turn in each direction from center) the Antenna is unlikely the cause of the RET Jam Condition - Note finding and continue to the next step
- Reconnect the RET Controller and AISG cable to the RET in question
  - Re-Scan for the RET Motor and perform the “Calibration” function again inspect the motor’s “Adapter” hole on the underside of the unit for movement
    - If the motor moves freely without “grinding” or excessive “noises” AND the SCU shows a successful calibration notice - the motor should be considered operational
  - If movement appears labored or very little or no movement is noted – attempt to set tilt to the minimum setting and again to the maximum setting to inspect movement further
    - If the motor moves freely without “grinding” or excessive “noises” AND the SCU does not report an issue or become unresponsive – the motor should be considered operational
  - In the event that all attempts to adjust Tilt value or Perform a “Calibration” Fails to complete or results in a “grinding” or excessive “noise” condition
    - The RET Motor should be deemed Non-Operational and Tagged as such
    - Generate an RMA for the Failed Motor (NOT the Antenna itself)
- Reattach the Motor to the Antenna and attempt to perform a calibration again – If further issues persist – contact CCI Technical Support for assistance